

Appendix 1

Community and Wellbeing Scrutiny Committee Scrutiny Recommendations and Information Request Tracker 2022-23

These tables are to track the progress of scrutiny recommendations and suggestions for improvement made by the Community and Wellbeing Scrutiny Committee, with details provided by the relevant lead departments. It is a standing item on the Committee's agendas, so that the Committee can keep track of the recommendations, suggestions and requests it has made, and the related the decisions made and implementation status. The tracker lists the recommendations, suggestions and information requests made by the committee throughout a municipal year and any recommendations not fully implemented from previous years.

The tracker documents the scrutiny recommendations to Cabinet made, the dates when they were made, the decision maker who can make each decision in respect of the recommendations, the date the decision was made and the actual decision taken. The executive decision taken may be the same as the scrutiny recommendation (e.g. the recommendation was "agreed") or it may be a different decision, which should be clarified here. The tracker also asks if the respective executive decisions have been implemented and this should be updated accordingly throughout the year.

Scrutiny Task Group report recommendations should be included here but referenced collectively (e.g. the name of the scrutiny inquiry and date of the agreement of the scrutiny report and recommendations by the scrutiny committee, along with the respective dates when the decision maker(s) considered and responded to the report and recommendations. The Committee should generally review the implementation of scrutiny task group report recommendations separately with stand-alone agenda items at relevant junctures – e.g. the Executive Response to a scrutiny report and after six months or a year, or upon expected implementation of the agreed recommendation of report. The "Expected Implementation Date" should provide an indication of a suitable time for review.

Key:

Date of scrutiny committee meeting - For each table, the date of scrutiny committee meeting when the recommendation was made is provided in the subtitle header.

Subject – this is the item title on the committee's agenda; the subject being considered.

Scrutiny Recommendation – This is the text of the scrutiny recommendation as it appears on the minutes – **in bold**.

Decision Maker – the decision maker for the recommendation, (**in bold**), e.g. the Cabinet (for Council executive decisions), full Council (for Council policy and budgetary decisions), or an NHS executive body for recommendations to the NHS. In brackets, (date), the date on which the Executive Response was made.

Executive Response – The response of the decision maker (e.g. Cabinet decision) for the recommendation. This should be the executive decision as recorded in the minutes. The Executive Response should provide details of what, if anything, the executive will do in response to the scrutiny recommendation. Ideally, the Executive Response will include a decision to either agree/reject/or amend the scrutiny recommendation and where the scrutiny recommendation is rejected, provide an explanation of why. In brackets, provide the date of Cabinet/executive meeting that considered the scrutiny recommendation and made the decision.

Department – the Council directorate (and/or external agencies) that are responsible for implementation of the agreed executive decision/response. Also provided, for reference only, the relevant Cabinet Member and strategic director.

Implementation Status – This is the progress of any implementation of the agreed Executive Response against key milestones. This may cross reference to any specific actions and deadlines that may be provided in the Executive Response. This should be as specific and quantifiable as possible. This should also provide, as far as possible, any evidenced outcomes or improvements resulting from implementation.

Review Date - This is the expected date when the agreed Executive Response should be fully implemented and when the scrutiny committee may usefully review the implementation and any evidenced outcomes (e.g. service improvements). (Note: this is the implementation of the agreed Executive Response, which may not be the same as the scrutiny recommendation).

Recorded Recommendations to Cabinet from CWBSC

Meeting date and agenda item	Scrutiny Recommendation	Cabinet Member, Lead Officer, and Department	Executive Response	Implementation Status	Review date

Recorded suggestions for improvement from to Council departments/partners

Meeting date and agenda item	Suggestions for improvement	Council Department/External Partner	Response	Status
5 July 2022 – Adult Care Services	To recommend that Adult Social Care embeds a pathway for carers within the Carers Strategy when it was relaunched.	Adult Social Care & Health – Adult Social Care	<p>Adult Social Care is currently in the process of redesigning the customer pathway in partnership with colleagues from the transformation service. A revised customer journey map will be available later this year.</p> <p>March 2023 Update: A “soft launch” of the Carers Strategy will commence during April 2023. This will include a carer’s pathway/journey to ASC services. As part of this work, Adult Social Care colleagues have attended a number of carers engagement sessions over the last three months. This is part of our commitment to co-production/design of carers services in Brent and to support the council to understand the needs of unpaid carers in our community. All contributions will be considered as we work together with the Carers project group to craft the final strategy. The face-to-face engagement sessions have really supported the development of a fuller carers offer.</p>	

	To recommend utilising Community Champions to help with the engagement of different communities within Brent.	Adult Social Care & Health – Adult Social Care	Adult Social Care is always looking at ways to utilise community and operational carers champions in engagement and via the carers board and forums. This will be done through adult social care operational carers champions who will strengthen communication, seek to enhance our understanding of the user experience and representation at the carers board, especially for residents and carers of people with mental health support needs and learning disabilities.	
22 September 2022 – Implementation of SEND review	To recommend that an event takes place at the Civic centre showcasing the work on SEND within the council.	Children and Young People	There is to be a celebration event of children and young people with SEND in early Spring. This will be coproduced with parents/carers and young people. Along with a celebration of young people the event will offer the opportunity to share the work undertaken to date and establish our priorities based on the expectation of a government White Paper being produced in the coming months. Details on the event will be shared once a date is confirmed.	
	That the SEND green paper is circulated to all relevant stakeholders included all school staff.	Children and Young People	The green paper was circulated to settings and schools via the Headteachers' Bulletin and SENCO Forum; to health staff and the parent/carer forum via the strategic partnership board. Links to the green paper are also on the Local Offer which is hosted on the Council's website.	
	That that there is a framework for more joined up working with the ICP / ICS on SEND	Children and Young People	The ICP has established the priorities for children and young people for which meeting the needs of children with SEND is a key theme.	
22 September 2022 – Early Help	To recommend that a representative from the parent's forum or steering group attends a relevant scrutiny committee meeting.	Children and Young People	Members of the parent forum and members of the FWC local steering groups have been spoken to and they have indicated their willingness to attend scrutiny as and when required.	

	To recommend that the council continues to work in partnership with the community and voluntary sector on early help.	Children and Young People	All service areas will continue to work in partnership with the community and voluntary sector on early help. The Early Help network includes professionals from all the universal and targeted VCS services for families in Brent.	
22 November 2022 – Transitional Safeguarding Task Group 12 Month Update	To recommend that the Black Community Action Plan team are consulted on within the traditional safeguarding approach. To ensure that the voices of young black people are reflected in the council's approach.	Adult Social Care & Health – Adult Social Care	Agreed. As part of the development of the council's transitional safeguarding approach. The council is working in partnership with the Young Brent Foundation to ensure that all communities in Brent are represented in the engagement.	
22 November 2022 – Brent Safeguarding Adults Board Annual Report	To recommend that a narrative is further developed to compliment safeguarding data within future Safeguarding Adults Board annual reports.	Brent Safeguarding Adults Board	Additional narrative was added to the current annual report in order to provide clarity on the data contained within it. Greater attention will be paid to the narrative to better explain the data within future annual reports. The link to the amended annual report can be found here: https://brentsafeguardingpartnerships.uk/adults/article.php?id=974&menu=1&sub_menu=9	
	To recommend that additional equalities statistics are include as part of future Safeguarding Adults Board annual reports.	Brent Safeguarding Adults Board	Appropriate additional equalities statistics will be included within next year's annual report.	
	To recommend that there is extensive training on adult safeguarding issues amongst partner organisations to drive up standards.	Brent Safeguarding Adults Board	The Safeguarding Adults Board has a statutory role in ensuring that lessons are learned. This includes having a learning and development programme. Elected members should note that the SAB has been busy agreeing and scoping its new strategic priorities for the coming years and that the learning and development programme will grow from these priorities. Therefore, the main progress in relation to this area will come after the priorities have been agreed and scoped which will fall just outside the next annual report. However, members can be given an update in relation to this on request.	

	To recommend that there be an outline of what successful partnership working looks like and details on how partners are working to improve safeguarding processes in individual agencies in future Safeguarding Adults Board annual reports.	Brent Safeguarding Adults Board	This will be evidenced within future annual reports by highlighting the work of the SAB and its sub-groups and also in relation to Safeguarding Adult Reviews.	
	To recommend that information is shared on areas of improvement for the Brent Safeguarding Adults Board and the action plans to address them.	Brent Safeguarding Adults Board	The current period is a time of change for Brent SAB. The new Independent Chair is working collaboratively with partners to continue developing the SAB and its sub-groups. Any changes to the SAB, its constitution and its structures will be reported on within the next annual report.	
22 November 2022 -Brent Safeguarding Children Partnership Annual Report	To recommend that more information on the partnerships key achievements is included within future Brent Safeguarding Children Partnership Annual Reports.	Brent Safeguarding Children's Partnership	Agreed. The annual report covering the period 1 October 2022 – 30 September 2023 will include more information on the safeguarding children partnership's key achievements and learning from local partnership reviews of serious safeguarding incidents, where appropriate, giving due consideration to sensitivity and confidentiality.	
	To recommend that more information and details on how learnings from rapid reviews are incorporated into future working of the partnership.	Brent Safeguarding Children's Partnership	Agreed. The annual report covering the period 1 October 2022 – 30 September 2023 will include more information on the safeguarding children partnership's key achievements and learning from local partnership reviews of serious safeguarding incidents, where appropriate, giving due consideration to sensitivity and confidentiality.	
25 January 2023 – Mental Health and Wellbeing Subgroup	To recommend that more detailed statistics on demographics of residents accessing mental health and wellbeing support are included in future reports, and to ensure these statistics are accessible and easy to understand.	Brent Borough Based Partnership (Brent Integrated Care Partnership)	Representatives from the ICP have confirmed that this can be included in future reports.	
25 January 2023 – Mental Health and Wellbeing Subgroup	To recommend that a report on the work of Brent Health Matters is brought to the committee at a future date.	Brent Borough Based Partnership (Brent Integrated Care Partnership)	Representatives from the ICP have agreed to bring a report on the work of Brent Health Matters to a future committee meeting.	

25 January 2023 – Brent Housing Management	To recommend that future reports include a more detailed breakdown of the nature of repairs to understand what types of repairs are being completed on time and those that aren't.	Resident Services – Housing	Brent Housing Management will ensure that future reports include a more detailed breakdown of the nature of repairs, so that the committee can better understand what types of repairs are being completed on time	
25 January 2023 – Brent Housing Management	To recommend that council policies are signposted to or included in future reports when they are referenced.	Governance	Agreed. The report writing style guide will be updated to include a heading 'Council Policies Referenced' where officers will be advised to add a link to referenced policies (if applicable).	


Information requests from CWBSC to Council departments/partners

Meeting date and agenda item	Information requests	Council Department/External Partner	Response
5 July 2022 End of Life Care	How many people attended the 15 June engagement event?	Northwest London Integrated Care System	There were 24 attendees at the Brent engagement event on June 15th, 2022.
5 July 2022 End of Life Care	How does the NHS work to engage with people with disabilities and what are the plans moving forward?	Northwest London Integrated Care System	<p>In order to develop our proposals NHS North West London has taken the opportunity to look at the best ways to gather different perspectives and the widest range of feedback and evidence we can to influence discussions on the future model of care.</p> <p>Remembering that palliative care is usually provided when needs of a patient becomes more complex and goes beyond the expertise and knowledge of a patient's generalist and usual care team (e.g. GP and district nurse). This means the patient may have a range of health conditions including many that may fall amongst common definitions of disability which would include a range of learning, mental health and physical disabilities.</p> <p>We have looked at obtaining feedback direct from Brent and North West London residents who have direct experience of community-based specialist palliative care services as well as the wider population. We have also looked to gather views of experts – colleagues working in commissioning and provider organisations as well voluntary, community and faith sectors.</p> <p>We have done so by a range of methodologies, for example:</p> <ul style="list-style-type: none"> • Webinars involving service users, carers, voluntary, community and faith organisations, and staff • Surveys • Attending meetings of different groups to obtain feedback • 1:1 interviews with individuals and expert representatives • Developing case studies that show the in-depth experiences of people who have used services

			<ul style="list-style-type: none"> Using existing research to provide evidence (literature reviews) <p>With regards to people who live with a disability, we have sought to seek people's views and address this using all these methodologies. Further work needs to take place to seek feedback from certain groups including vision and hearing. We welcome further feedback and suggestions from Brent Council on how we can further engage with people living with a disability. Please let us know by emailing nhsnwlicb.endoflife@nhs.net</p> <p>Literature reviews We started discussing with experts (commissioners and colleagues in provider organisations who provide care and support) to agree the best approach to gaining feedback. In the case of people with learning disabilities, they advised that that a lot of research had already been carried out which we would be repeating. The decision was therefore made to carry out a literature review using existing research as this would be the best approach in terms of understanding what we need to improve on in terms of community based specialist palliative care for people from a number of different groups and demographics. Once the review was carried out we tested it back with our experts to ensure we had analysed it correctly and made changes according to their advice. The purpose of the reviews was to identify the reasons why people who live with a learning disabilities do not have fair and equitable access to community based palliative care. As part of this we specifically looked at barriers to accessing and improving care, challenges for those working within the healthcare system and how to make improvements. The review outlines a number of recommendations to be taken forward with potential improvements grouped under four headings – education, communication, collaboration and health and social care delivery.</p> <p>A further literature review was carried out for people who are experiencing homelessness. Both reviews can be found at https://www.nwlondonics.nhs.uk/get-involved/cspc/how-get-involved/literature-reviews</p> <p>Case studies We want to use case studies to illustrate the good experiences and the challenges that people face when using community-based specialist palliative care services so that we can learn from their experiences. The case stories are drawn from people who contacted us via our engagement activity who wanted to tell us about their experiences of services when caring for a loved one. The people covered by the case studies cover a range of health conditions including Creutzfeldt–Jakob disease, cancer, Alzheimer's disease and other health conditions. The model of care working group have fed back that they find the case studies particularly useful in illustrating issues that need to be addressed by the review.</p> <p>The case studies can be found here: https://www.nwlondonics.nhs.uk/get-involved/cspc/how-get-involved/case-studies</p> <p>Interviews We have used 1:1 interviews as a way of obtaining information from experts and representatives of particular groups including people living with dementia, BAME groups and a group providing a range of services to marginalised groups, including trans, non-binary and gender diverse people. More interviews are planned including experts representing people living with a mental health illness.</p> <p>The interviews can be found within our wider engagement activity report which can be found here: https://www.nwlondonics.nhs.uk/get-involved/cspc/how-get-involved</p> <p>Surveys</p>
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5 July 2022 Update on Day Opportunities	Adult Social Care to provide a detailed breakdown of the numbers of residents using day opportunities who have mental health issues, disabilities or both.	Adult Social Care & Health – Adult Social Care	<p>Some residents receiving support from Brent Adult Social care have a dual diagnosis. We have extracted data from the Brent Adult Social Care electronic Mosaic system where resident's needs are recorded based on their primary support needs.</p> <table border="1"> <thead> <tr> <th>Primary Service User Support Need</th> <th>Number of people using Day Opportunities</th> </tr> </thead> <tbody> <tr> <td>Support with memory & cognition</td> <td>12</td> </tr> <tr> <td>Sensory Support</td> <td>1</td> </tr> <tr> <td>Physical Disability</td> <td>103</td> </tr> <tr> <td>Mental Health</td> <td>2</td> </tr> <tr> <td>Learning Disability</td> <td>204</td> </tr> <tr> <td>Total</td> <td>322</td> </tr> </tbody> </table>	Primary Service User Support Need	Number of people using Day Opportunities	Support with memory & cognition	12	Sensory Support	1	Physical Disability	103	Mental Health	2	Learning Disability	204	Total	322
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	Adult Social Care to provide data on the effectiveness on different engagement methods in regard to promoting day opportunities.	Adult Social Care & Health – Adult Social Care	<p>To date, Adult Social Care Commissioners have organised three information sessions. These sessions are primarily aimed at social care practitioners. This is to ensure that practitioners are aware of the local offer post-pandemic.</p> <p>These events have taken place both virtually and in-person as detailed below and were well attended by Health & Social care staff.</p> <p>Day Opportunity providers shared timetables and information packs with attendees. Future events are planned to promote Day Opportunities for residents who are eligible for this offer.</p> <p>4th August 2021 – Virtual (Learning Disabilities) 2nd February 2022 – Virtual 24th May 2022 – In Person at Brent Civic Centre</p> <p>With regards to the impact of the work we're doing to get the number of people using day opportunities to increase, to date we haven't seen an increase but it's early days. We will hold another event in September with day opportunities providers and social workers to promote day opportunities and for providers to speak directly to our staff.</p>														

5 July 2022 – Adult Care Services	To provide a demographic breakdown of carers in Brent by age, ethnicity, gender etc.	Adult Social Care & Health – Adult Social Care	A breakdown is provided below: please note that for Gender, the response prefer not to say was excluded from the figures. This means that the gender figures do not fully equate to 100% of Brent carers, but are representative of those willing to state their gender.																																						
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5 July 2022 – Adult Care Services	To provide a breakdown of the number of carers that provide care for each need, i.e. mental health, learning disability, older people/dementia, physical disability	Adult Social Care & Health – Adult Social Care	<table border="1"> <thead> <tr> <th>Service User Primary Need Group</th> <th>% Of Brent Carers</th> </tr> </thead> <tbody> <tr> <td>Physical Support</td> <td>57.7%</td> </tr> <tr> <td>Learning Disability</td> <td>32.2%</td> </tr> <tr> <td>Support with Memory & Cognition</td> <td>5.7%</td> </tr> <tr> <td>Mental Health</td> <td>0.9%</td> </tr> <tr> <td>Family in Acute Stress</td> <td>0.1%</td> </tr> <tr> <td>Disability</td> <td>1.4%</td> </tr> <tr> <td>Sensory Support</td> <td>1.0%</td> </tr> <tr> <td>Social Support</td> <td>0.9%</td> </tr> </tbody> </table>	Service User Primary Need Group	% Of Brent Carers	Physical Support	57.7%	Learning Disability	32.2%	Support with Memory & Cognition	5.7%	Mental Health	0.9%	Family in Acute Stress	0.1%	Disability	1.4%	Sensory Support	1.0%	Social Support	0.9%						
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22 September 2022 – Implementation of SEND review	The committee to receive the training programme for staff who work with children with autism in additional needs settings	Children and Young People	 <p>SEND in schools Training offer 22-23 c</p> <p>SEND in schools training offer is attached:</p>																								
	The committee to receive data on the diversity in the level of need within those who have EHCP's	Children and Young People	<table border="1"> <thead> <tr> <th>Category of Need</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Cognition And Learning Needs</td> <td>861</td> </tr> <tr> <td>Communication And Interaction Needs</td> <td>1543</td> </tr> <tr> <td>Other Needs</td> <td>13</td> </tr> <tr> <td>Sensory And/or Physical Needs</td> <td>225</td> </tr> <tr> <td>Social, Emotional And Mental Health</td> <td>294</td> </tr> <tr> <td>(blank)</td> <td>2</td> </tr> <tr> <td>Grand Total</td> <td>2938</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Special Educational Need Description</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>ASD - Autistic Spectrum Disorder</td> <td>1097</td> </tr> <tr> <td>HI - Hearing Impairment</td> <td>68</td> </tr> <tr> <td>MLD - Moderate Learning Difficulties</td> <td>506</td> </tr> </tbody> </table>	Category of Need	Count	Cognition And Learning Needs	861	Communication And Interaction Needs	1543	Other Needs	13	Sensory And/or Physical Needs	225	Social, Emotional And Mental Health	294	(blank)	2	Grand Total	2938	Special Educational Need Description	Count	ASD - Autistic Spectrum Disorder	1097	HI - Hearing Impairment	68	MLD - Moderate Learning Difficulties	506
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			MSI - Multi-Sensory Impairment	7
			OTH - Other Difficulty/disability	13
			PD - Physical Disability	115
			PMLD - Profound & Multiple Learning Difficult	88
			SEMH - Social, Emotional And Mental Health	294
			SLCN - Speech, Language And Communication Needs	446
			SLD - Severe Learning Difficulties	219
			SPLD - Specific Learning Difficulty	48
			VI - Visual Impairment	35
			(blank)	2
			Grand Total	2938
	The committee receive information on how the recommendations of the transitional safeguarding task group feed into the SEND strategy.	Children and Young People	Support for young people with SEND must be provided until they reach the age of 25 where this is agreed within their Education, Health and Care plan (EHCP). These plans will include, as part of the 'care' element consideration as to how young people will be encouraged to become more independent, balancing this against how potential risks within the community are to be managed. There are well established links between CYP and Adult Social Care to ensure the transition point for young people with SEND is well managed leading up to their 25th birthday. Learning from good practice in this transition work is being shared more broadly across services to enable new ways of working to be created, consistent with the task group recommendations	
25 January 2023 – Brent Housing Management	To receive results of the latest tenant perception surveys and transactional surveys.	Resident Services - Housing	Tenant Satisfaction Measures – Results PowerPoint has been shared with the committee.	
	To receive more information on the nature of outstanding, out of target complex repairs (P3, P4) that have taken a year or longer to resolve.	Resident Services - Housing	<p>Below are the contractual repairs priorities including timeframe to complete works</p> <ul style="list-style-type: none"> • P1 = 4 Hour Emergencies only • P2 = 24 hours and complete in 3 days • P3 = 21 Days • P4 = 60 Days <p>There are some orders that take longer that these to be delivered. Having delved into these, they are predominantly large complex works orders, relating to structural works, legal disrepair claims and works of</p>	

			<p>multiple trades. There are also a few repairs where materials have been limited in supply such as fence panels for replacement fences. There is also a mixture of non- urgent repairs, which include paving and drainage issues requiring CCTV equipment, but these are in the minority.</p> <p>Following discussions with Wates last year, they have taken the following actions:</p> <ul style="list-style-type: none"> • increased direct labour operatives from 15 - 20 to 40 directly employed operative and their daily job completion has improved from 1.2 jobs per day to 2.4. • increased their available multi-trade supply chain (subcontractors) who can deliver the larger more complex works such as disrepair, structural and damp and mould works. • completing more repairs weekly than they are receiving, the current overall WIP sits at 2884 down from 3613 in Jan 2023 <p>WIP Reduction Plan (Work in progress), Property Services and Wates meet weekly to discuss progress and WIP recovery profile (this profiles direction based on average number of jobs Wates operatives and supply chain complete per day/week), Wates are currently completing an average of 128 jobs more than they receive.</p> <p>We are exploring other routes to ensuring outstanding repair works are dealt with.</p>
	<p>To receive a breakdown of Brent Housing Management's complaints to help the committee understand which type of residents are making complaints.</p>	<p>Resident Services - Housing</p>	<p>We do not hold any personal data on the demographics of the resident's making complaints, so are unable to give additional information about the types of residents making complaints. However, we can detail a breakdown of the complaints received, by how we log them. An excel sheet has been shared, which demonstrates the nature and number of complaints received. We meet quarterly with all Managers, Service Managers and Corporate Complaints Managers to look at trends and identify themes which inform how we should target interventions to reduce issues residents face and make improvements. Senior management also meet with Complaints Managers monthly to discuss any areas which are a risk and look at how we are handling our complaints service in line with the Ombudsman and their recommendations. For example, our response time for complaints will shortly be reducing from 20 days to 10 in line with the Ombudsman's recommendation for best practice, and we are improving the accessibility of the complaints process.</p>
	<p>To receive details of the Q4 performance report when available.</p>	<p>Communities and Regeneration</p>	<p>To be shared once published for Cabinet, likely to be June 2023 meeting.</p>

<p>25 January 2023 – Mental Health and Wellbeing Subgroup</p>	<p>To receive information on how we are managing demand for mental health services, and how we are performing in comparison to other NW London boroughs.</p>	<p>Brent Borough Based Partnership (Brent Integrated Care Partnership)</p>	<p>To Follow.</p>
	<p>To receive an infographic/ schematic example of a typical person's recovery pathway.</p>	<p>Brent Borough Based Partnership (Brent Integrated Care Partnership)</p>	<p>The Brent Integrated Care Partnership have advised this will take longer to create, so will be included at a later date.</p>